



REGISTRATION

BellSouth Telecommunications, Inc.

333 Commerce Street
Suite 2101
Nashville, TN 37201-3300

joelle.phillips@bellsouth.com

October 17, 2001

01 OCT 17 10:00 AM
Joelle J. Phillips
Attorney

EXECUTIVE
615 214 6311
Fax 615 214 7406

VIA HAND DELIVERY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Second Complaint of Discount Communications, Inc. Against
BellSouth Telecommunications, Inc.*
Docket No. 00-01151

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of BellSouth's Notice of Additional Enclosure to be Provided to Discount Communications' Customers in Connection with Conversion and Provision of Information to Discount Communications to Assist in the Facilitation of Customer Refunds. Copies of the enclosed are being provided to counsel of record.

Cordially,

Joelle Phillips

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**BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee**

In Re: ***Second Complaint of Discount Communications Against BellSouth Telecommunications, Inc.***

Docket No. 00-01151

**NOTICE OF ADDITIONAL ENCLOSURE
TO BE PROVIDED TO DISCOUNT COMMUNICATIONS'
CUSTOMERS IN CONNECTION WITH CONVERSION AND
PROVISION OF INFORMATION TO DISCOUNT COMMUNICATIONS
TO ASSIST IN THE FACILITATION OF CUSTOMER REFUNDS**

BellSouth Telecommunications, Inc. ("BellSouth") files this Notice of Additional Enclosure to be Provided to Discount Communications' Customers in Connection with Conversion and respectfully shows the Hearing Officer as follows:

ADDITIONAL INFORMATION TO BE INCLUDED IN CUSTOMER NOTICE

1. On September 14, 2001, the Hearing Officer issued an Order in the above-referenced docket denying the Motion of Discount Communications, Inc. ("Discount") to require BellSouth to continue providing service. The Order expressly authorized BellSouth to implement a conversion process, including the provision of a notice approved by the Hearing Officer to Discount's customers.

2. BellSouth will provide certain additional information along with the notice approved by the Hearing Officer, in order to ensure BellSouth's compliance with FCC regulations addressing the transfer of customers from a competitive local exchange carrier. BellSouth will not make any alterations to the notice approved by the Hearing Officer to be sent to Discount's customers, nor will BellSouth deviate

from the approved conversion process. Rather, BellSouth intends only to supplement the information provided to the customers in the initial mailing with the document entitled "More Information About Your Service," which is attached as Exhibit "A." BellSouth will simply include this additional document in the mailing, which will also contain the notice letter referenced in the Hearing Officer's Order. BellSouth provides this Notice merely to clarify that it will be sending information in addition to the notice letter referenced in the Order.

**INFORMATION REQUESTED BY DISCOUNT TO ASSIST IN THE
PROCESSING OF CUSTOMER REFUNDS**

1. BellSouth has provided a list to Discount containing the names and addresses, as listed in records available to BellSouth, of the customers served by Discount. BellSouth has asked Discount to review the list in order to assist in minimizing the possibility of errors that could affect service to those end users. Discount has also requested additional information including the dates on which service was initiated to each of its customers as well as the actual date on which each customer's record change is made in the course of the conversion process.

2. Pursuant to the Order of September 14, 2001, BellSouth will proceed to convert the customers over a several week time period. BellSouth will treat those individual changes as effective on September 26, 2001, the effective date of the changeover as provided in the Order. While BellSouth will not send any customer a bill until after the customer has been provided with the notice letter, the billing will reflect that BellSouth has been providing the service since

September 26, 2001, when Discount's service was terminated pursuant to the Order. As of September 26, 2001, Discount was no longer providing service to any of its former customers. Rather, BellSouth was providing that service pursuant to the Order.

3. BellSouth is concerned that, given the requests for information from Discount, that Discount may be experiencing some difficulty timely processing the TRA-ordered refunds to its customers. In order to alleviate the risk of customers being billed by BellSouth prior to receiving their refund from Discount, BellSouth will provide each Discount customer who is converted under the conversion process with a credit for two weeks of service. It is BellSouth's intent that this credit will assist these customers to the extent they do not receive their refund from Discount on a timely basis.

Respectfully submitted,

BELLSOUTH TELECOMMUNICATIONS, INC.

By: 

Joelle J. Phillips

333 Commerce Street, Suite 2101
Nashville, Tennessee 37201-3300
(615) 214-6311

EXHIBIT A

MORE INFORMATION ABOUT YOUR SERVICE

Dear Customer,

Your local telephone service and optional calling features have been recently transferred from ATM/Discount Communications, Inc. ("Discount") to BellSouth Telecommunications, Inc. ("BellSouth"). The products and services connected to reflect that Discount showed on your records at the time of the transfer to BellSouth. You have been notified of this transfer by this letter and the enclosed notice. This transfer was approved by the Tennessee Regulatory Authority's Order issued on September 14, 2001 in Docket 00-01151.

Although BellSouth is pleased to become your new local telephone service provider, you do have a choice in local telephone service providers. You can choose either to remain with BellSouth or select any other telecommunications service provider that offers local telephone service in your area. If you do decide to select another provider, you will need to contact the other provider to request the change. If you have any questions regarding your Discount telephone service, please direct any questions you may have to Discount. If you have any questions about your telephone service or features from BellSouth, please contact BellSouth at 557-6500.

As a service to our customers, and in compliance with the requirements of the Tennessee Regulatory Authority and FCC, we want to provide you with the following information concerning BellSouth's terms and conditions of service.

TERMS AND CONDITIONS OF SERVICE

- Depending on your location, Basic local telephone service is billed at the monthly rate of \$8.55 - \$12.15 for BellSouth's Flat Rate Main Station Line service. The Lifeline program provides a monthly credit to eligible customers. The amount of this credit is currently the lesser of \$12.00 or the charge for local service, including the access line, Touch-Tone, the Subscriber Line Charge and local usage.
- Services other than the basic line are optional, a full description of each optional product or service will be identified on your monthly bill. The rates BellSouth charges for optional service and features may be more or less than the rates that you paid to Discount for the same services.
- For additional information, or if you wish to make changes to your services, you may reference the Customer Guides section of your BellSouth Telephone Directory or visit our web site at www.bellsouth.com or call our office at 557-6500.
- Any tariffed new connection charge incurred as a result of transferring your service to BellSouth will not be charged to you.
- Charges for returned checks – An administrative charge will be applied by BellSouth whenever a check or bank draft presented for payment for service is not accepted by the institution on which it is written. The current charge is \$20.00 for each such check or bank draft.

- Deposits and advance payments – if a deposit or advance payment is later required to continue local telephone service with BellSouth, the advance payment will appear in the monthly statement section of your telephone bill and the deposit will appear in the payment information section of your telephone bill. For information on interest accrual and refund of deposit, please call 557-6500.
- Telephone number assignment changes – Your correct telephone number will be reflected on your telephone bill.
- You may terminate your service at any time.

Other helpful information is listed in the Customer Guides section of your BellSouth Directory. If you do not have a copy of this telephone directory, please call 557-6500. Information is also available at our web side at www.bellsouth.com.

We value and appreciate your business. We know that you will be very satisfied with service from BellSouth. If we can be of further assistance, please contact us at 557-6500.

CERTIFICATE OF SERVICE

I hereby certify that on October 17, 2001, a copy of the foregoing document was served on the parties of record, via the method indicated:

- ☐ Hand
- ☐ Mail
- ☒ Facsimile
- ☐ Overnight

Henry Walker, Esquire
Boult, Cummings, Conners & Berry
Post Office Box 198062
Nashville, Tennessee 37219-8062

- ☐ Hand
- ☐ Mail
- ☒ Facsimile
- ☐ Overnight

Vance Broemel, Esquire
Consumer Advocate Division
Post Office Box 20207
Nashville, Tennessee 37202

A handwritten signature in cursive script, appearing to read "Julie Puller", written over a horizontal line.